

**Scott County Telephone Company
ISP Transparency Disclosures
Scope of Coverage**

Name of Filer: Scott County Telephone Company

Holding Company: Cypress Break, LLC

Filer's FCC Registration Number (FRN): 0020707907

Trade name or DBA: N/A

Type of ISP Service: Wireline DSL

Description of service covered by the disclosure: Broadband Internet access service provided to residential and business customers

Effective date: March 6, 2019

Type of filing: First time disclosure

CERTIFICATION AS TO ACCURACY

I, Karen Gilliam, General Manager of Scott County Telephone Company, certify that I have examined the information contained in the ISP transparency disclosure and that all such information is true and correct, to the best of my knowledge, information and belief.

A handwritten signature in cursive script, reading "Karen Gilliam", followed by a horizontal line.

Karen Gilliam
General Manager
Scott County Telephone Company

Scott County Telephone Company

Internet Access Services Network Management Practices, Performance Characteristics and Commercial Terms and Conditions for Fixed Services

Scott County Telephone Company (“Scott County” or “the Company”) provides this Network Transparency Statement in accordance with the FCC’s Restore Internet Freedom Rules to ensure that customers have sufficient information to make informed choices about the purchase of broadband services.

Scott County engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its broadband Internet access service. Scott County’s goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable.

Scott County’s network management includes congestion- and security-protocol-management and customers generally will not be impacted by the protocols and practices that the Company uses to manage its network.

Network Management Practices

- *No Blocking, Throttling, Affiliated Prioritization, or Paid Prioritization.* Scott County does not block or throttle lawful content, applications, services, or non-harmful devices, subject to reasonable network management. Scott County also does not prioritize certain internet traffic over other traffic, paid or otherwise.
- *Congestion Management.* Congestion is an Internet access service problem that can slow web browsing and other online activities during certain peak usage periods. Congestion may be caused by capacity limits and bottlenecks in a service provider’s own network, or by limitations in the capacity of the transport facilities and services that many rural service providers must purchase from unrelated entities to carry the traffic of their customers between their service areas and the closest Internet nodes. Scott County has experienced no recent problems with congestion. If significant congestion problems arise in the future, the Company’s approach is to determine the source of the problem, and to increase the capacity of the affected portions of its network and/or of its middle-mile routes where warranted. In the event of congestion, all internet service speeds are classified as best effort.
- *Application-Specific Behavior.* Scott County does not favor or inhibit certain applications or classes of applications. Customers may use any lawful and commercially available application which they desire on the Company’s network. Scott County does not normally monitor the contents of the traffic or applications of its customers. It undertakes no obligation to monitor or investigate the lawfulness of the applications used by its customers. If any party contacts the Company with a substantial allegation that an application being used by a customer is unlawful, the Company will investigate the matter (including consultation, as it deems appropriate, with attorneys, consultants, federal or state regulators, and/or federal, state or local law enforcement agencies), and will take appropriate action as needed. Scott County does not block or rate-control specific protocols or protocol ports, nor does it modify protocol fields in ways that are not prescribed by the applicable protocol standards.

- **Device Attachment Rules.** Customers may use devices of their choice (PC, smartphones, tablets, smart TV, etc.) to connect to Scott County internet access service via the wiring at their home or business premises, or via Wi-Fi connected to their broadband internet access service (connection options vary based on device capabilities).
- **Security.** Scott County employs commercially appropriate security procedures to protect its network and its customer records from unauthorized access by third parties. The Company does not guarantee that it can protect customers from any and/or all security breaches.

The Company does not normally monitor the traffic of its customers, and undertakes no obligation to monitor or protect such customer traffic from spam, viruses, denial-of-service attacks, or other malicious, unlawful or unwanted activities. Customers can purchase spam filtering and anti-virus software from commercial vendors to meet their needs. Customers are free to obtain anti-spam and/or anti-virus software or services from any source they desire, as long as such software or services do not disrupt or degrade the traffic of other Scott County customers or harm the network. A customer that experiences a denial-of-service attack, or similar malicious, unlawful or unwanted activity, is urged to notify the Company as soon as possible. Scott County will work with the customer, other service providers, federal and state regulators, and/or law enforcement to determine the source of such activity, and to take appropriate, and technically and economically reasonable efforts to address the matter.

Performance Characteristics

Scott County offers Internet access over DSL with speeds of up to 10/1 Mbps. These speeds are suitable for real-time applications such as web-surfing, gaming, and streaming music or video content. While Scott County strives to provide optimal performance, specific performance levels are not guaranteed. Performance levels can be affected by several factors, including the number of devices connected at a customer's location and network conditions. Actual speeds and time delays (latency) may also be impacted by the length, capacity and congestion of middle-mile transport facilities between Scott County's service area and the internet nodes. While the Company's service is suitable for real-time applications, the internet service speeds to which a customer subscribes may impact the efficiency of real-time applications.

Commercial Terms

Scott County offers the following internet packages:

4/1 Mbps with Unlimited Usage:	\$39.99
10/1 Mbps with Unlimited Usage:	\$49.99

Prices do not include applicable taxes. Not all speeds and services are available in all areas. There is no contract required for Internet services; however, customers must maintain an active and current phone line with Scott County Telephone Company.

Internet Customer Privacy Policy

Protecting customer privacy is important to Scott County Telephone Company. Scott County does not collect, store or use traffic information to profile its customers in order to sell additional services to them, or for similar non-network management purposes. The Company retains and stores certain traffic information (such as the identity of the customer using a particular IP address during a specific period) for time periods required by federal or state law. Scott County retains, stores and provides to law enforcement any traffic information requested pursuant to the procedures of the Communications Assistance for Law Enforcement Act ("CALEA"), the Foreign Intelligence Surveillance Act ("FISA") or other applicable national security or criminal statutes.

Where to go for assistance

If you have questions or complaints, please contact us at **479-923-4200**.